

EAST - [default.wsp:1]

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DBs: USPAT

Default operator: OR

Highlight all hit terms initially

L16: (438) help adj desk  
L17: (3) 16 near 8  
L18: (74) 16 and 14  
L19: (35) 18 and 1  
L20: (4) ("5862223" | "6026148" | "6223165" |  
L21: (11) ("4576579" | "4789928" | "4903201" |  
L22: (238) marketing adj data  
L23: (0) 22 near 1  
L24: (61) 22 and 1  
L25: (35) 24 and 14  
L26: (14698) follow adj

	U	1	Document ID	Issue Dat	Pages	Title	Current OR	Current XRR	Inventor	S	C	P	
2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6505166 B1	20030107	27	System and method for providing expert referral over a network	705/8	705/1; 705/10; 705/9	Stephanou, Dimitri	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6513013 B1	20030128	28	System and method for providing expert referral over a network with real time interaction with customers	705/9	705/1; 705/26	Stephanou, Dimitri	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6507821 B1	20030114	27	System and method for providing information technology IT expert referral over a network	705/8	705/1; 705/26	Stephanou, Dimitri	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6230287 B1	20010508	10	Web based help desk	714/31	379/265.09	Pinard, Debbie et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 5963635 A	19991005	30	Method and apparatus for providing result-oriented customer service	379/309	379/216.01; 379/266.07	Szlam, Aleksander et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6014647 A	20000111	12	Customer interaction tracking	705/39	707/1; 707/3; 709/216	Nizzari, Marcia M. et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 5594791 A	19970114	29	Method and apparatus for providing result-oriented customer service	379/265.09	379/265.12; 379/309; 379/355.00	Szlam, Aleksander et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 6073112 A	20000606	23	Computer system for merchant communication to customers	705/14	705/10	Geerlings, Huib	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US 5548753 A	19960820	9	Automatic electronic mail notification of database events	707/1		Linstead, Steven A. et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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NUM

L Number	Hits	Search Text	DB	Time stamp
1	1	("6505166").PN.	USPAT	2003/12/10 12:50
2	4	("5862223"   "6026148"   "6223165"   "6230287").PN.	USPAT	2003/12/10 12:47
3	217	customer adj (survey query)	USPAT	2003/12/10 12:50
4	13	(customer adj (survey query)) near5 problem	USPAT	2003/12/10 12:52
5	233	query adj customer	USPAT	2003/12/10 12:52
6	1	(query adj customer) near5 problem	USPAT	2003/12/10 12:56
7	7	preventative adj service	USPAT	2003/12/10 12:56
8	2	(preventative adj service) and (survey query)	USPAT	2003/12/10 12:58
9	5	(preventative adj service) not ((preventative adj service) and (survey query))	USPAT	2003/12/10 12:59
10	0	followup adj survey	USPAT	2003/12/10 13:00
11	12	(follow adj up) adj survey	USPAT	2003/12/10 13:19
12	2	("5943416"   "6118865").PN.	USPAT	2003/12/10 13:02
13	7	("4216497"   "4264924"   "4355372"   "4536791"   "4546382"   "4566030"   "4573072").PN.	USPAT	2003/12/10 13:03
14	6	("3400378"   "3819862"   "4091448"   "4126762"   "4153931"   "4218737").PN.	USPAT	2003/12/10 13:04
15	70	4355372.URPN.	USPAT	2003/12/10 13:05
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17	7	("4355372"   "4752675"   "4872113"   "4908761"   "5227874"   "5430644"   "5615342").PN.	USPAT	2003/12/10 13:08
18	40	5974396.URPN.	USPAT	2003/12/10 13:09
19	1264	customer adj satisfaction	USPAT	2003/12/10 13:19
20	20	(customer adj satisfaction) near5 survey	USPAT	2003/12/10 13:19

21	21	5392095.URPN.	USPAT	2003/12/10 13:25
22	0	6560726.URPN.	USPAT	2003/12/10 13:28
23	163	("4253178"   "4356545"   "4438458"   "4491914"   "4627060"   "4635187"   "4788658"   "4809280"   "4916699"   "4964077"   "5010551"   "5017030"   "5060135"   "5196993"   "5214695"   "5224024"   "5228655"   "5276805"   "5287448"   "5287505"   "5325521"   "5346410"   "5348408"   "5353240"   "5355357"   "5356099"   "5367667"   "5374018"   "5375800"   "5381526"   "5388032"   "5390324"   "5392095"   "5398333"   "5410447"   "5422751"   "5423605"   "5432927"   "5443237"   "5450576"   "5454080"   "5455933"   "5471674"   "5483437"   "5503484"   "5513319"   "5522572"   "5526180"   "5530847"   "5537585"   "5537618"   "5547154"   "5547272"   "5564054"   "5592362"   "5596481"   "5596482"   "5627964"   "5649200"   "5668992"   "5678002"   "5680640"   "5689253"   "5689706"   "5694293"   "5708776"   "5708812"   "5724224"   "5727163"   "5732268"   "5748877"   "5759644"   "5768370"   "5775822"   "5778372"   "5790796"   "5796579"   "5797281"   "5803416"   "5805882"   "5809248"   "5809511"   "5818635"   "5819274"   "5825355"   "5825506"   "5826839"   "5832522"   "5835344"   "5845136"   "5852545"   "5854828"   "5860001"   "5860002"   "5860012"   "5861884"   "5881236"   "5884073"   "5894571"   "5904327"   "5905632"   "5906506"   "5909544"   "5939694"   "5953533"   "5955797"   "5960189"   "5960204"   "5960411"   "5963743"   "5974546"   "5978911"   "5983369"   "5991543"   "5995757"   "6006344"   "6012154"   "6014744"   "6023267"   "6029257"   "6029258"   "6032157"   "6034869"   "6038597"   "6047261"   "6048454"   "6049342"   "6050833"   "6056136"   "6061788"   "6061810"   "6065136"   "6104874"   "6108697"   "6112320"   "6113050"   "6166729"   "6167383"   "6167532"   "6170065"   "6182212"   "6182275"   "6199204"   "6202207"   "6226412"   "6236901"   "6247126"   "6256620"   "6263215"   "6272484"   "6279109"   "6279125"   "6279156"   "6298443"   "6298457"   "6331936"   "6356977"   "6367035"   "6385737"   "6393586"   "6449735"   "6487464"   "6505298") .PN.	USPAT	2003/12/10 13:28
24	63	5678002.URPN.	USPAT	2003/12/10 13:30